

when it is decided that the maintenance is required, creating a maintenance service assisting program that can be used for maintenance order and that includes information serving as a basis to determine that the maintenance is required and information required for maintenance order, and transmitting the program to the customer via a network.

2. An equipment maintenance work assisting method comprising:

accepting and storing an available maintenance work menu from respective equipment maintenance service enterprise systems; and

when a maintenance order from a customer system to an equipment maintenance service enterprise is accepted, creating a maintenance enterprise assisting program that includes information required for fetching the equipment information of a customer which has made the maintenance order and can be used for maintenance work and transmitting the program to the equipment maintenance service enterprise via a network.

3. An equipment maintenance work assisting method comprising:

accepting and storing a maintenance service content which a customer has specified from a customer system and information indicating a range that can be disclosed about a customer equipment;

accepting and storing an available maintenance work menu from respective equipment maintenance service enterprises;

fetching and analyzing equipment information about the customer equipment according to a maintenance service content which has been loaded from the customer system, and deciding whether a condition for performing maintenance is satisfied;

when it is decided that the maintenance is required, creating a maintenance service assisting program that includes information necessary for maintenance order including identification of an equipment maintenance service enterprise and

that can be used for maintenance order and, transmitting the program to the customer system via a network; and

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upon acceptance of a maintenance order from a customer system to an equipment maintenance service enterprise, creating a maintenance enterprise assisting program that includes information necessary for fetching the equipment information of the customer which has made the order and that can be used for maintenance work, and transmitting the program to the equipment maintenance service enterprise system via the network.

6. A maintenance work assisting server comprising:

a communication block for communication with customer systems via a network;

a profile storage block for accepting and storing a maintenance service content requested by a customer via a customer system;

an equipment data storage block for storing equipment information concerning a customer equipment of the customers registered (loaded) in the profile recording block according to the maintenance service content; and

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an analysis block for analyzing the equipment information recorded in the equipment data recording block, deciding whether the equipment should be subjected to maintenance, and when maintenance is required, creating a maintenance service assisting program for use in maintenance order and transmitting the program to a corresponding customer system via the communication block.

7. A maintenance work assisting server comprising:

a communication block for communicating via a network with respective equipment maintenance service enterprises;

a profile recording block for accepting available maintenance work menu loaded by the respective equipment maintenance service enterprises and storing the menu; and

an analysis block for accepting a maintenance order from a customer system to a maintenance service enterprise and creating a maintenance enterprise assisting program that includes information for fetching equipment information of a customer which has ordered the maintenance and that can be used for performing the maintenance, and transmitting the program via the communication block to the corresponding maintenance service enterprise system.

8. A maintenance work assisting server comprising:

a communication block for communicating with customer systems and equipment maintenance service systems via a network;

a profile recording block for accepting an equipment maintenance service content requested from a customer system and storing a maintenance service content, and accepting an available maintenance work menu loaded by an equipment maintenance service enterprise and storing the menu; and

an analysis block for fetching equipment information concerning a customer equipment according to the maintenance service content from the customer system and analyzing the information,

wherein when a maintenance condition is satisfied and a corresponding maintenance is decided to be performed, a maintenance service assisting program is created that includes information serving as a basis for requiring the maintenance and information required for maintenance order including identification of a maintenance service enterprise and the program is transmitted via the communication block to the corresponding customer system, and

upon acceptance of a maintenance order from a customer to a maintenance service enterprise via the communication block, a maintenance enterprise assisting program is created that includes information necessary for fetching the customer

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equipment information ordered by the customer and that can be used for performing maintenance, and the program is transmitted via the communication block to the maintenance service enterprise system.

Please add the following new claims:

17. (Newly Added) The method according to claim 1 further comprising connecting the maintenance work assisting server to the customer systems via the network so as to assist the customer systems.

18. (Newly Added) The method according to claim 2 further comprising connecting the maintenance work assisting server to the equipment maintenance service enterprise systems.

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19. (Newly Added) The method according to claim 3 further comprising connecting the maintenance work assisting server to customer systems and equipment maintenance service enterprise systems via the network so as to assist the customer systems.

20. (Newly Added) The maintenance work assisting server according to claim 6, wherein the respective customer systems are connected via the network and the server assists the customers in an equipment maintenance work via the network.

21. (Newly Added) The maintenance work assisting server according to claim 7, wherein the server is connected to an equipment maintenance service enterprise system via the network for assisting the equipment maintenance service enterprise systems via the network.

22. (Newly Added) The maintenance work assisting server according to claim 8, wherein the server is connected to the respective customer systems and respective equipment maintenance service enterprise systems via the network for assisting the customer system and equipment maintenance service enterprises in an equipment maintenance work.
